

COMMUNITY REBUILDERS – TIPS FOR WORKING WITH LANDLORDS



1. Focus on what is “Right” vs. what are legal rights. This doesn’t mean that there will not be times to exercise legal rights or that you should ignore legal rights and obligations. It does mean that doing the “right” thing to make all persons involved in the transaction whole, or no worse off because of the transaction, is priority. You want to create Win Win situations.
2. Recognize your view may be obscured by your experiences. Take time to gain shared understanding of the perspective of landlords/property managers/tenants and your agency. Facilitate communication that helps everyone see the needs of each other clearly. Most often these needs are the same, but they are met in very different ways.
3. Communication is vital. No communication does not equal things are going just fine.
4. Trust is vital, don’t make promises you can’t keep. Don’t pick and choose or recommend certain consumers from your program to landlords.
5. Do not make concessions with landlords because they are serving your consumers who have “special circumstances.” Instead your focus should be on promoting understanding of the rights and obligations of tenancy. When consumers are equipped with the desire to have housing, the information it takes to be a good tenant and the importance of preserving what they have worked so hard to obtain they will be good tenants.
6. Always seek alternatives to eviction- eviction is a last resort. –It is costly to landlords and tenants.
7. Always give 30 day notice to landlords when your assistance or services will be ending. This is a simple way to build trust, and communicate that landlords can count on you.
8. Remember your consumers are your partners. They should know when the 30 day notice is going out and should have already had a discussion with their landlord about how they plan to maintain their unit even though assistance is ending.